

**Universal Credit: Job Matching Pilot**

**Request for Information (RFI)**

**Date: 28th May 2021**

**Version: 0.01**

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**1. Introduction**

The Department for Work and Pensions (DWP) wishes to give notice of a pilot that was announced in the budget by the Chancellor on 8th March 2021:

<https://www.gov.uk/government/publications/budget-2021-documents>

In response to the pandemic and wider structural changes to the labour market, the pilot aims to understand how technology might further support job seekers in trying something different.

We anticipate that any formal competition process may commence in Summer 2021 in order to launch the pilot in Autumn 2021.

**Through this Request for Information (RFI) process we want to understand whether there are organisations who could currently, or would wish to, compete to provide support as set out in this document. We have asked some set questions below to help us understand the appetite and readiness of existing or new organisations to act in this space.**

We invite feedback from all private and public organisations, including the Voluntary, Community & Social Enterprise sector, to inform our strategy. Feedback received will be used to develop any final Request for Proposal pack.

This market engagement exercise is also designed to ensure that any final Request for Proposal pack provides all potential organisations with a clear understanding of DWP requirements to help reduce the number of questions that may be raised during any competition process.

**Information supplied in response to this RFI, and any discussions throughout the duration of the market engagement process, will not be subject to formal evaluation or scoring as this is not a formal application.**

To maximise the benefits from the market engagement and best inform requirements, respondents are encouraged to participate and be as open and detailed in their responses as possible. **Depending on the response to this RFI, there may be further engagement exercises.**

**2. Departmental goals**

**Department for Work and Pensions**

DWP is responsible for welfare, pensions and child maintenance policy. As the UK’s biggest public service department it administers a range of working age, pension age, disability and ill-health benefits to over 20 million claimants and customers.

DWP priorities include:

* Running an effective welfare system that enables people to achieve financial independence by providing assistance aimed at supporting them into employment;
* Creating a fair and affordable welfare system which improves the life chances of citizens;
* Delivering outstanding services to our customers and claimants; and
* Delivering efficiently: transforming the way we deliver our services to reduce costs and increase efficiency.

**3. The Problem Space and User Needs**

“How might Technology support job seekers in trying something different. Your service should help with some or all of the challenges that job seekers face in finding jobs they may have not done before”

Our recent research has identified the following key steps that are particular problem areas for job seekers. You may want to consider all or some of these areas as part of your response. The solutions would work as a number of independent services that we can use to help job seekers in addition to the Universal Credit (UC) service (not integrated into UC).

**Planning**

Some job seekers whose plans are disrupted due to the current climate, may struggle to work out:

* How to get to where they want to be
* What they want to do next
* Who can help them
* What they can do realistically
* What job will fit with what's important to them including their work and life goals

As a result, they can feel stuck, overwhelmed and demotivated.

**Searching**

Some job seekers who may not be familiar with job search or have exhausted their options for some types of jobs, may struggle to work out:

* Where else to search for available jobs
* What other jobs to search for
* What they can do differently when applying
* If they are completing the application correctly
* What else can they do
* Who can help them
* Where to find the right support including training and up-skilling.

As a result, they feel stuck and frustrated in their job search and may miss out on opportunities that might be suitable to them.

**Applying**

Job seekers are not always sure:

* If they can do the identified job which is different to their old job
* If it's the right job for them
* How it fits with their wider work life goals and aspirations

As a result, job seekers may miss out on opportunities that might be a good fit for them.

**4. General information about this RFI**

* This RFI is issued solely **for information and planning purposes**. It is not to be construed as a commitment by DWP to start a competition, solicit applications or ultimately award any funding. Responses will not be considered as proposals nor will any award be made as a result of your responses to this RFI.
* All information contained in the RFI is preliminary and subject to modification and is in no way binding on DWP. DWP makes no warranty or representation as to the accuracy or completeness or otherwise of this RFI and accepts no liability whatsoever and however arising from the use of this RFI or any omissions from or deficiencies in this RFI.
* Nothing contained in this RFI or any other communication between DWP or its representatives and any recipient of this RFI shall constitute an agreement or representation between DWP and that recipient. DWP shall not be committed to any course of action as a result of communicating with any party in connection with this RFI. DWP may use the information included in your response for any reasonable purpose connected with this RFI.
* Responders to this RFI are solely responsible for all costs and expenses associated with responding to this RFI.
* Subject to any disclosure obligation required by law (including, for the avoidance of doubt, the Freedom of Information Act 2000), DWP will treat the answers you give to the following questions as confidential (excluding any information already in the public domain) and will not disclose your answers to any third party outside government, other than to its advisers and consultants who are also bound by the same confidentiality rules.

**5. Request for Information (RFI) questions**

**Guidance for completion**

This RFI document forms part of the market engagement activity to understand how technology might support job seekers in trying something different.

**UPDATED:** Please note the deadline for completing and returning this RFI document is **Friday 25th June 2021**

**Responses to this document, and all other communications, queries and questions relating to this market engagement stage, must be sent via the email address: Dai.Hillier@dwp.gov.uk**

Information supplied in response to this RFI, and any discussions throughout the duration of the market engagement process, will not be subject to formal evaluation or scoring. To maximise the benefits from the market engagement, recipients are encouraged to participate and be as open and detailed in their responses as possible. This is not a shortlisting process and will not prejudice any future competitive exercise.

**This is NOT a formal application form for funding from DWP.** DWP will use this information to consider whether there are organisations willing and able to compete for inclusion in the pilot. This will inform a decision on next steps.

DWP may issue a further RFI document or undertake further engagement to support the development of the pilot

**Organisations are asked to respond to the questions below, not exceeding 500 words for each response.**

|  |  |
| --- | --- |
| **Organisation name:** |  |
| **Organisation full address, including postcode:** |  |
| **Organisation type:** |  |
| **Charity registration number (if applicable):** |  |
| **Company number (if applicable):** |  |

|  |
| --- |
| **1 - Briefly describe your organisation’s regular work.**  *Include information on structure, services, history, vision, relevant experience, staff numbers.* |
| **Response:** |

|  |
| --- |
| **2 - What geographic area do you currently cover in providing your services? Please list the specific postcode sector(s) (e.g. SW1 2)\***  ***\*or state “England, Scotland, Wales or GB wide” if appropriate*** |
| **Response:** |

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| **3 - How can your organisation help develop solutions for the problem space (some or all of the problems identified within the areas of planning, searching, applying)?** |
| **Response:** |

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| **4 - Describe how you are currently equipped to support people in undertaking their work search (planning, searching and applying for work). If you are not currently equipped, please describe how you would meet this requirement.** |
| **Response:** |

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| **5 - In order to deliver your proposed solutions, do you have any dependencies in having to collaborate/partner with other organisations or outsource capabilities?** |
| **Response:** |

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| **6 - Describe how you would monitor, track and evaluate performance and manage risk.** |
| **Response:** |

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| **7 - Explain how you would measure the effectiveness of your service in enabling people to move closer to the labour market and achieving outcomes. What existing evidence do you have that proves the effectiveness of your current service?** |
| **Response:** |

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| **8 - Any new service would need to be ready to deliver by Autumn 2021. What challenges do you envisage in meeting this timescale?** |
| **Response:** |

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| 1. **How much funding do you estimate that you would need to set up and deliver your solution?** |
| **Response:** |

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| **10 - Please provide any additional information which you feel might be of value.** |
| **Response:** |

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| --- | --- |
| **Name of authorised representative:** |  |
| **Position in organisation:** |  |
| **Date:** |  |

**Thank you for taking the time to complete this Request for Information document.**